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Foxwood, 04 January 2012

Docket #2007-286-WS
Docket #2011-515-W

Ms Lisa Sparrow
Utilities, Inc
2335 Sanders Road
Northbrook, IL 60062-6196

I am writing to respond to your letter of 07 December 2011 announcing an accelerated schedule for connection of Foxwood to York County water, as well as to many of your previous letters concerning the problems that Foxwood residents have experienced at the hands of Utilities Inc.

It is a disservice to those you serve, and who pay dearly for your services, to attempt to push through this hookup (and unjustified rate increase) during the very busy holiday season, especially given the years of poor service which we have already endured. I resent the tone of your letter implying that Utilities Inc was doing Foxwood residents a favor by suddenly working especially hard during the holidays to circumvent the normal series of Public Service Commission hearings.

Instead, now is the time for the Public Service Commission to take a very careful look at the recent history of Utilities Inc's "service" to Foxwood residents, and to chart a careful, well-supervised transition that will provide substantial and well-documented justifications of predatory rate increases. PLEASE DO NOT ATTEMPT TO JUSTIFY BYPASSING NORMAL COMMISSION HEARINGS, WHICH ARE IN PLACE FOR GOOD REASON (especially given the history of Utilities Inc's service.) There is no sudden emergency due to the holiday season; **Rather, any supposed emergency is due solely to Utilities Inc's negligence in addressing these problems long before now.**

If for no other reason, hookup to York County water should follow a normal rather than accelerated schedule in order to allow residents to plan for and budget the installation of costly pressure regulators where desired. Already Foxwood residents have paid a significant hidden price for water that ruined appliances and plumbing. An accelerated hookup to already-weakened plumbing could be catastrophic for many. Based on past history, it is unlikely that Utilities Inc will show any meaningful sympathy. How ludicrous that Utilities Inc has done almost nothing for the infrastructure of Foxwood water and sewer in their entire history here, in spite of substantial rate increases, but now is in a hurry to push through a change in supply source without normal hearings, and coupled with yet another unsubstantiated rate increase!

IT IS THUS NECESSARY TO STRONGLY PROTEST ANY RATE INCREASES IN THE IMMEDIATE FUTURE, INCLUDING COST OF HOOKUP. One resident's water bills show the obscene rate increase to which Foxwood homeowners have already been unjustly and helplessly exposed in recent years. On an average consumption of 3,260 gallons per month, billing rose an incredible 78% from March 2006 through May 2011.

March 2006, \$44.26
April 2006, \$71.04
May 2011, \$78.79

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for well over 110 years, Utilities Inc has collected huge additional revenues. No amount of written verbiage can justify an increase of this proportion whether quoted on a daily or a monthly scale. According to http://www.treasurydirect.gov/go/tf/reports/pd/histdebt/histdebt_histo5.htm, the amount of U.S. national debt has increased approximately 50% over the past three years (from \$92.67 trillion to \$139.06 trillion as of 10/15/09). It is preposterous that Utilities Inc has profited from astronomical rate increases to the same extent that the U.S. Government has been irresponsible. Foxwood residents are justifiably angry!

It is furthermore sad to note that Utilities Inc charges what it does for sewer with absolutely no maintenance or investment in the catchment pond. Supposedly, the most recent increases were "necessary in order to provide a reliable and high quality service." The only "reliable service" that was provided by the rate increases was a higher return on investments by Utilities Inc. Foxwood residents have seen NO significant change in service other than a lot of letters explaining why yet more rate increases were necessary. IF UTILITIES INC WANTS TO GAIN THE FAVOR OF FOXWOOD RESIDENTS (who are overwhelmingly good and reasonable people), THEY SHOULD PUBLICLY DISCLOSE PROFIT & LOSS STATEMENTS AND PROVIDE A FULL REPRESENTATION. There is no logical reason we should be acquiescent when an out-of-state company which has nearly doubled rates and provided consistently superior service to involve sewer, while doing nothing to maintain or service infrastructure.

Foxwood residents are generally in favor of hookup to York County water supply, but not in a sudden or hasty manner that will cut short necessary preparations and allow additional onerous and unjustified burdens to be placed on them.

Sincerely,

Phyllis McGarrigle
215 Ridgely Drive
Fort Mill SC 29715

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